

FY09 Tactical Plan for **Information Systems(IS) Activities**

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Date: 15 June 2008

Relevant Strategic Plan — [Strategic Plan for Central Services FY2007-FY2009](#)

IM Goal —

- Provide the Computing Division and the Laboratory with automated procedures to reduce paperwork and increase functionality through automated workflow.
- Provide application developers with methods access infrastructure databases.
- Develop and support administrative applications that support the scientific community.
- Introduce SharePoint or similar framework as Lab's information sharing and communication platform.

IM Strategy —

- In cooperation with other groups and departments of Computing Division, participate in development and support applications needed to improve the efficiency of the Division while avoiding duplication of functionality provided by other parts of the Laboratory.
- Identify business processes bottlenecks and apply focused effort to eliminate them.
- Implement ITIL practices into our project lifecycle.
- Develop expertise in a set of software tools that help end users with little or no programming skills create simple applications. Provide technical and consulting help to the users who are developing their application using the tool set.

Objectives for FY09

1. Improvements of technology base
 - a. Search for workflow application development framework to replace AlphaFlow
 - b. Introduce SharePoint (or similar technology) as an information exchange framework
 - c. Search and implement more efficient technologies for web applications development
2. Provide support for Labwide business processes
 - a. Assist in the effort to transition to ITIL and ISO 20000 standards. Participate in implementation of:
 - i. Service Desk
 - ii. Asset Management
 - iii. Configuration Management Database
 - iv. Change Management
 - b. Support the ESH Section's database applications.
 - c. Support the MISCOMP infrastructure database applications.
 - d. Support the efforts to automate Account Management.
 - e. Participate and facilitate development and support of workflow applications such as eTravel, New Hire.
3. Provide support for the Laboratory's scientific activities.
 - a. Provide support to maintain DocDB in its current state

- b. Search for alternative document/content management systems that scale to the Laboratory's and broader scientific user community's requirements.
 - c. Provide support and development for InDiCo developed at CERN
 - d. Provide support and maintenance for the SPMS conference management software.
- 4. Provide support for CD's existing infrastructure database applications.
 - a. Re-design the CD Effort Reporting system to interface with the Lab's OTL system.
 - b. Migrate the Budget Input database to Oracle and integrate it with the existing infrastructure data.
- 5. Develop new applications and integrate existing applications with Microsoft SharePoint platform.
 - a. Train developers in SharePoint framework
 - b. Provide interfaces for SharePoint portals to access existing applications and databases.
 - c. Develop new applications in the SharePoint framework.
 - d. Participate in design and development of Lab Intranet Portal, project and personal pages
- 6. Improve the efficiency of the Division's internal business processes.
- 7. Have project leaders complete ITIL training.

Information Systems / ITIL Implementation

- Activity Type: Ongoing
- Timescale: FY09
- Milestones: 1.00 FTE – Implement Asset Management DB
 + 1.00 FTE – Implement or deploy Configuration Management DB
 + 0.50 FTE – Implement or deploy Change Management System
 + 1.00 FTE – Implement or deploy Service Desk

Information Systems / ESH Applications

- Activity Type: Ongoing
- Timescale: FY09
- Milestones: 0.25 FTE – Continue development and support of ES&H applications.
 + 0.1 FTE Exclude username/password access and migrate database to strong authentication method (OID).

Information Systems / MISCOMP Applications

- Activity Type: Ongoing
- Timescale: FY09
- Milestones: 1.00 FTE – Continue support of MISCOMP applications.
+ 0.50 FTE – Continue development of MISCOMP applications.

+ 0.50 FTE – Implement ITIL structure components based on MISCOMP, e.g. Asset Management DB, etc.
+ 0.25 FTE – Implement strong authentication methods.

Information Systems / Account Management

- Activity Type: Ongoing
- Timescale: FY09
- Milestones: 0.5 FTE – Design and develop a comprehensive account management system following ITIL standards.
- Metrics: Successful implementation and integration into the Service Desk.

Information Systems / Workflow Applications

- Activity Type: Ongoing
- Timescale: FY09
- Milestones: 0.25 FTE – Find and adopt Workflow Management tools
+ 0.50 FTE – Develop expertise in the tools
- Metrics: Adaptation of electronic workflow in CD and Labwide applications and business processes.

Information Systems / DocDB

- Activity Type: Ongoing
- Timescale: FY09
- Milestones: 0.13 FTE – Continue support of DocDB software

Information Systems / Content Management System

- Activity Type: Project
- Timescale: FY09
- Milestones: 0.25 FTE – Selection of a replacement document/content management system.
+ 0.1 FTE – Installation of the CMS.
+ 0.25 FTE – Population of CMD with DocDB.
- Metrics: User acceptance. Scalability.

Information Systems / InDiCo

- Activity Type: Ongoing
- Timescale: FY09
- Milestones: 0.15 FTE – Continue support of InDiCo in collaboration with CERN.
- Metrics: Fermilab's and CERN's acceptance of new functionality.

Information Systems / SPMS

- Activity Type: Ongoing
- Timescale: FY09
- Milestones: 0.05 FTE – Maintain, support and enhance SPMS as required by the [JACoW](#) community.
- Metrics: JACoW's acceptance of new functionality.

Information Systems / Effort Reporting Conversion

- Activity Type: Project
- Timescale: FY09 Q4
- Milestones: 0.10 FTE – Simplify activity to task mappings
+0.25 FTE – Re-design of the database to meet the requirements of integration with Fermilab's Time and Leave (FTL) system.
- Metrics: Acceptance of data extracts by the FTL system. Accurate effort accounting reports generated by downloads from FTL.

Information Systems / Budget Input Conversion

- Activity Type: Project
- Timescale: FY09 Q3
- Milestones: 0.50 FTE – Complete migration of the applications to Oracle.
- Metrics: Seamless transition from the users' perspective. Complete integration with existing infrastructure data.

Information Systems / SharePoint Implementation

- Activity Type: Project
- Timescale: FY09
- Milestones: 0.25 FTE – Training
+ 0.50 FTE – Implement SharePoint
+ 0.50 FTE – Design CD and Lab intranet portals
+ 0.25 FTE – Produce MyPage development guidelines and documentation
+ 0.50 FTE – Integrate several existing applications with SharePoint
http://sharepoint.fnal.gov/cdprojects/SP_Project/default.aspx
- Metrics: Successful implantation of MOSS

Priorities

1. Develop and support applications for the Computer Security Team to meet regulatory requirements.
2. Assist and support CD's efforts toward the ISO 20000 standard.
3. Become proficient in MOSS, develop applications and provide data feeds for dashboards.
4. Migrate the Budget Input data from MS Access to Oracle and integrate into the existing infrastructure data.
5. Integrate electronic workflow with CD and the Lab.
6. Develop Account Management procedures and infrastructure.
7. Support for existing internal and external infrastructure applications.
8. Streamline applications and technologies to improve the efficiency of administrative systems.

9. Work with the CSI department to select a suitable DocDB replacement.
10. Support and develop InDiCo in collaboration with CERN to support the needs of the ILC and the PPD Conference Office.
11. Support SPMS.
12. Integrate the existing Effort Reporting system with FTL (if necessary).
13. Bring applications built using old technologies to the new technology base.

Staffing: No change to current (or planned) staffing is required.

Risk Assessment:

1. ISO 20000 is the industry standard and best practice. Failure to adapt will lead to increased inefficiencies in CD's business practices.
2. Failure to convert our existing helpdesk into a service desk will lead to increased inefficiencies and failure to expand service to other Fermilab organizations.
3. The use of SharePoint at Fermilab will increase communications and allow users to work more efficiently. Failure for the DBI/INF group to be efficient in MOSS will delay this project and perhaps cause outside organizations to seek help elsewhere.
4. Failure to migrate the Budget Input data will required redundant data entry and maintenance of databases.
5. Failure to gain widespread acceptance of a centralized workflow solution will proliferate the existing diversity of workflow development, resulting in duplicate effort and inconsistent interfaces.
6. Failure to develop an Account Management system will require continued support from the helpdesk personnel, which will not free them to focus on CD's ISO20000 efforts.
7. Failure to support existing infrastructure applications may result in a break down of existing functionality and decreased productivity throughout the Lab.
8. Failure to streamline applications and technologies will not free up resources for additional projects and tasks.
9. Failure to find a DocDB replacement will result in increased effort to maintain existing an future DocDB instances.
10. Failure to support and develop InDiCo will reduce our ability to support the ILC's and the PPD Conference Offices' requirements for event management.
11. We also recognize the fact that support of applications built on old technologies requires increasing level of support, which is not always easy to even predict. We need to proactively invest some effort in the modernization of our old applications even if they appear to be in good shape now.